



Introduction to UnitedHealthcare Community Plan Kansas

Mission Statement:

Helping people live healthier lives

- We work collaboratively with providers to ensure beneficiaries receive the right care at the right time in the right setting
- We currently serve over 246,000 Kansans in our employer sponsored or Medicare programs that already exist in the state
- We already employ over 2,000 people in Kansas and will be adding 300+ additional jobs in the State
- Many of these employees will live in communities throughout Kansas, like this one, so they can work closely with local members and providers

Value Added Services

- **Wellness Rewards Program**
 - *Adults can earn between \$5 – 15 for completing timely screenings and check-ups*
- **Healthy Pregnant Women and Babies**
 - *Baby Blocks (Online tools and appointment reminders) and Infant Care Book for Pregnant Women*
- **Promoting Physical Activity**
 - *Recreational Membership to 4H, YMCA or Boys and Girls Clubs*
- **Weight Management**
 - *Weight Watchers Classes, Weight Watchers Participation Reward: \$50 worth of workout gear*
- **Promotion of Wellness & Communication Between Members and Providers**
 - *myUHC.com Member Portal: access health history, track doctor visits*
- **Health Care Services to Promote Healthy Bodies**
 - *Enhanced Vision, Podiatry*
 - *Adult Preventative Dental*
 - *A is for Asthma and other programs for children in partnership with Sesame Street*
- **Building Mental Health Awareness for Members & Kansas Communities**
 - *Mental Health First Aid program: Teaches others how to assist with managing mental health services*
 - *Peer Bridger's Program: Connects peers in recovery with another who is currently in inpatient services*
- **Empower Kansans Initiative**
 - *Designed to provide additional support to disabled individuals in their pursuit of meaningful employment*

First Priority – Building our Network

- Our goal is to build our network to include all practitioners, facilities and organizations that are serving the Kansas Medicaid population today
- Standardized credentialing applications have been created for non-CAQH credentialed providers so that providers only have to fill out one application for all 3 MCO's
- Reimbursement levels and policies will be consistent with the Kansas Medicaid fee schedules, billing and payment guidelines
- We want to ensure all providers are listed in our provider directories, so please return contracts and, if applicable, credentialing applications as soon as possible – target date to complete contracting is end of September
- All providers, regardless of contracting status, will have to complete a **Disclosure Form** as it is a federal requirement

What to expect – BH/SUD Providers

- Optum Behavioral Health (UnitedBehavioral Health) is our network for behavioral health and substance use disorder providers
- If already contracted, providers will receive a Medicaid Regulatory Appendix, a new payment appendix and a Disclosure Form – no additional credentialing will be required
- If not contracted with Optum Behavioral Health, providers will receive a contracting packet by the end of August
- We will continue to utilize CAQH as the standardized credentialing application for physicians and physician extenders.
- For other provider types, the managed care organizations have developed a standardized credentialing application that providers can fill out, copy three times and use for all 3 MCO's

What to expect – Nursing Facilities

- If already contracted, facilities will receive a Medicaid Regulatory Appendix, a new payment appendix and a Disclosure Form – no additional credentialing will be required
- If not currently contracted with UnitedHealthcare, providers should receive a contracting packet **this week**
- The managed care organizations have developed a standardized credentialing application that includes both nursing facility and home and community based services which providers can complete and copy 3 times for use with all MCO's
- Questions regarding nursing facility contracts should be directed to Jennifer Everett at 913-323-1050 or jennifer_everett@uhc.com

What to expect – HCBS Providers

- We received a list of home and community based service providers from the state
- Contracting packets will be mailed **this week** and will include the standardized credentialing application for nursing facility/home and community based service providers and the Disclosure Form
- HCBS providers should use the standardized credentialing application which is designed to be completed once and copied three times for use with all 3 MCO's
- If you do not receive a contracting packet **within a week** please contact Carolan Wishall at 913-323-1038 or carolan_m_wishall@uhc.com
- We have a dedicated staff of Provider Advocates for HCBS providers who have scheduled meetings from August 28th through September 6th to assist with contracting questions. An information sheet with the details is available as a handout today

What to expect - Members

- Benefits are not changing – you can continue to receive the benefits you have today
- Additional benefits like bariatric surgery have been added as well as Value Added Services
- We will work with your case manager to insure there is a smooth transition of care and services in January
- This includes automatic extension of your services on January 1 to insure you continue to receive everything you need
- Behavioral health prescriptions and medications will not change
- Services you receive in your home will still be available and authorized
- You will still be able to choose who your primary physician (primary care physician) and providers are

What to expect - Members

- If for some reason we do not have your provider in network on January 1, you will be able to continue to receive services from them until contracting is complete
- Non-emergent transportation will be available to help get you to your appointments just like it is today
- We will load all members and providers into our system so we can process and pay claims on time – your providers will get paid as we will make payments 2-5 times a week depending on the provider type
- Our Member/Customer Service call center staff will be located in Kansas – when you call us, a local KS customer care professional will assist you
- It is our goal to call all new UnitedHealthcare members within the first 30 days of enrollment to welcome them and answer questions

Next Steps

- Over the next few months, we will schedule provider orientation sessions
- UnitedHealthcare currently has a staff of Provider Advocates who are available to assist with provider questions
- Providers can pick up a schedule of the statewide meetings to answer your contracting and credentialing questions before you leave today
- UnitedHealthcare as well as the State will be scheduling Member Education Forums just like this one throughout the end of the year
- A contact list for Kansas providers is available as a handout today
- We are building and enhancing our website for Kansas – visit us on-line at:

www.uhccommunityplan.com